



Name _____

Address _____

Phone _____

Email _____

Repairs/Work Required

Tick this box if you would like postage insurance for the value of your item upon return.

ACE Console Repairs Terms, Conditions & Warranty

ACE Console Repairs does not guarantee repair on items damaged through usage outside of normal practices. Our team of technicians have many years' experience in performing repairs with an extremely high recovery rate.

Repairs completed by us are deemed third-party and may, at the manufacturer's discretion, void their warranty against factory defects. Where a manufacturer's warranty is applicable to the item requiring repair, ACE Console Repairs is not responsible for a customer forfeiting a claim against said warranty by way of selecting ACE Console Repairs as their preferred repairer. We guarantee all repaired products for 6 months from date of pick up/post, covering the initial fault/s only. Subsequent failures after a successful repair due to separate defects, or customer neglect (e.g. liquid damage, bug infestation, physical damage and the like), are not covered by our 6 month repair warranty. This warranty covers any replacement part used in the repair process wherein our technicians rigorously test for defects. Refurbished parts may be used to repair the item.

If ACE Console Repairs replaces a part, then unless otherwise agreed, ownership of the replaced part will pass to ACE Console Repairs as its property, and the replacement part will become customer property. When ACE Console Repairs diagnose a problem and have a repair solution, we will execute that repair immediately. There will be no further approval sought from the customer. We understand that game saves and personal content are extremely valuable so rest assured that every effort to retain stored data will be made. Unfortunately, we cannot guarantee the retention of all data, particularly when the fault is with the hard drive itself. For that reason, ACE Console Repairs is not responsible for any loss of information and data stored on an item, or its storage devices. If any product should be damaged or lost while in ACE Console Repairs' custody, to the extent permitted by law, ACE Console Repairs' liability will be limited to the cost of the repair or replacement of the affected product.

In the unlikely event your broken product cannot be repaired, you will be offered a full refund of the repair fee (or paid deposit) and the return of your irreparable product. All postage costs are at the customer's expense whether the device is repairable or not. Our aim is to have your product back to you between 3 and 7 days, depending on where in the country you live. Please ensure your contact details are correct, as our store team will contact you when your product has returned to the store. Once successfully notified, you are expected to pick up your product within 14 days, or if unable to do so, you must make arrangements to pick up with the store. Although every attempt to contact will be made, if your product is not picked up or arrangements made within 90 days of initial advice (or attempt thereof), we will make one final contact attempt, and then due to space constraints in stores, it will be deemed that you have surrendered your product.

Data

We strongly recommend that you back up your data before proceeding (if possible) with any repairs. Whilst we take the utmost care, due to the nature of the business data can be lost or corrupted and we will not be held responsible. If you do not have a backup of your data we can complete that job for you at your request.

Warranty

We offer a 6 month warranty on parts and labour.

If there is a problem with a repaired device within this timeframe we will not hesitate to rectify the problem within a reasonable timeframe for you. We do however have the right to request your receipt for the repair. If your device has been altered in any way or warranty seals have been removed after the repair, eg drops, cracks, liquid or any other damage your warranty will unfortunately be void.

PLEASE NOTE

There is no warranty with modchipped/modded consoles. All care and no responsibility is taken for modded consoles, once they leave our possession there is no warranty whatsoever. Having your console modded or modchipped is at your own risk and no responsibility will be taken for consoles affected negatively after being modded.

Service

PLEASE NOTE:

If your device is still covered by a manufacturer's warranty we strongly recommend that you have your repair completed by the manufacturer as opening the device will void any warranty. Our timeframes are estimates only and we try to deliver within the quoted timeframe, however we will not be held responsible for any claim due to the job taking longer than initially expected. If we identify a problem during repairs we will advise you and you can decide if you wish to proceed with additional repairs.

Repaired Items

We will advise you by telephone or text that your item is ready. If the item is not collected within 3 months (and you have not paid) from the date of the advice and you have not made another arrangement with us to collect, we have the right to either charge you storage costs or dispose of your device or sell to recoup our costs.

Postage Service

We use Australia Post for returning your repaired item. We do not take any responsibility for lost or damaged items through Australia Post. If you wish to add postage insurance at your expense on your item/s return to you, you will need to request the service on this form.

Signature _____ Date _____